

# Efficiency Study of the Department of Administration

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A presentation to the Joint Legislative  
Oversight Committee on General Government

December 5, 2017

Chuck Hefren, Principal Program Evaluator



# Study Directive

- Evaluate the efficiency of DOA programs and provide recommendations to reduce cost
- May utilize consulting services to assist in identifying potential cost savings
- State Auditor shall review draft findings and recommendations and provide written response to be included in final report
- Final report due March 30, 2018



# Consulting Services Contract

- October 16: Executed contract with Procom Consulting
  - Martha Tuthill —Project lead



# Procom Contract Deliverables

Study Milestone	Due Date	Payment Amount
1. Identify Cost-Saving Opportunities	Nov. 14, 2017	\$25,000
2. Efficiency Opportunity Analysis	Jan. 8, 2018	\$55,000
3. Preliminary Draft Issue Report	Feb. 21, 2018	\$33,000
4. Final Issue Draft Report	March 8, 2018	\$22,000
	Total	\$135,000



# DOA Programs With Efficiency Improvement Opportunities

1. Facilities & Construction Management
2. Purchasing & Contracts
3. Motor Fleet Management
4. State Parking
5. Mail Services
6. Surplus Property



# Potential Efficiency Opportunities

Program Area	Issue	Cost Savings Potential	Investment & Impact
Facilities & Construction	Occupancy Standards Compliance	Very High	High
	Lower Cost Locations	Very High	High
	Janitorial Services (Outsourcing)	Medium	Medium
Purchasing & Contracts	State Term Contract Compliance	Very High	Low
	Contract & Vendor Management	High	High



# Potential Efficiency Opportunities

Program Area	Issue	Cost Savings Potential	Investment & Impact
Motor Fleet Management	Vehicle Utilization	High	Medium
	Fleet Cost	High	Medium
Parking	Parking Utilization	Low	Low
Mail Services	Incoming Mail Scan	Medium	High
	Paper Mail Reduction	Medium	Low
Surplus Property	Process Efficiencies	Low	Low
	Increased Utilization	Low	Low



# DOA Efficiency Study Milestones

- PED and consultants will present preliminary results to State Auditor for review and feedback on or about March 1, 2018
- Submission to State Auditor and DOA for review
- Final report with State Auditor and DOA formal response will be presented by March 30, 2018





